

Edit My Profile

STEP BY STEP INSTRUCTIONS FOR HOW TO EDIT PROFILE DETAILS, UPDATE EMAIL SUBSCRIPTIONS,

CHANGE YOUR PASSWORD & RESET MULTIFACTOR AUTHENTICATION

Version 1.0

Effective Date: 11/1/25 – 12/31/25

Related Links & Guides

- [Glossary](#)
- <https://registry.usshortcodestransition.com/>
- [Registrant Admin Adding Users to Account User Guide](#)
- Understanding Email Subscriptions (Coming Soon!)

Getting Started

To edit your profile (update email, change password, reset MFA, etc.), you must first log in to your account. Please visit <https://registry.usshortcodestransition.com/scr/login> to access the login screen.

Enter your login credentials, click **Login** to proceed to the next step of verifying your identity through Multi-Factor Authentication (MFA).

Login

EMAIL OR USER ID *

PASSWORD *

eye icon

Remember me on this device

Login

[Forgot Password](#)

New here ?

[Create an Account](#)

Getting Started (continued)

The Short Code Registry utilizes Multi-Factor Authentication (MFA) to add an extra layer of security to your account by requiring a second verification step during login.

To verify your identity, please enter the 6-digit code from your Authenticator application or received via SMS (depending on the MFA service chosen during user setup) and click the **Login** button to proceed.

Verify your identity

Please enter the 6-digit code that has been sent to +*****0402
This code expires in 3 minutes

8 6 7 5 3 0

Login

[Back](#)

Didn't receive the text or the code expired? [Request another code](#). If you still don't receive an SMS or you are having trouble validating your phone number, please contact the Customer Success Operations Team at 1-888-625-8166.

My Profile

The My Profile tab describes all of the details about your user account. Some key fields:

USER ID: the username that can be used for logging in

ACCOUNT ID: the unique identifier for your organization that was assigned by the registry

ROLE: the level of permission your account has (Registrant/Admin)

EMAIL: Found in the **Personal Info** section, your email can be used to login and is also the address where all registry emails will be sent.

This guide will detail how you can take these actions:

1. [View/Edit your personal details](#)
2. [Update email subscriptions](#)
3. [Create a new password](#)
4. [Reset MFA](#)

GCH Registrant

ACCOUNT DETAILS **MY PROFILE** USER MANAGEMENT PAYMENT METHOD STATUS & VETTING

Profile Details

USER ID SCRoberts	ACCOUNT ID 4000019	ORGANIZATION NAME GCH Registrant	ROLE Registrant Admin
NAME Samantha C. Roberts	COMPANY FEDERAL TAX ID 99-0831996	DUNS -	GIIN -
PHONE NUMBER +15613798957	LEI -	LEI -	
EMAIL areid+scroberts@gchtech.com			

Email Subscriptions

Select subscriptions:

Account updates

Invoices and Outstanding Payments

Lease Updates, Cancellations and Opt Outs

New Short Code Orders

Receipts and Statements

Reminders and Auto Renew Notifications

Short Code Transfers

3 **Password**

Enter your current and new password to update your account.

CURRENT PASSWORD *

NEW PASSWORD *

CONFIRM PASSWORD *

Change Password

4 **Multi-Factor Authentication**

Method: SMS

Reset MFA

Edit Profile

To edit your Personal Info, click on the **Edit Profile** button.

Note: Changes to My Profile will carry forward to the new registry but will not sync back to the existing registry. For example, if you update your email here, your old email will remain in the existing registry.

All **Company** information is linked to the info found on the **Account Details** tab.

Note: Edits to Company info will not be available until after the registry launches in 2026. A reminder that changing certain details will trigger a revet.

GCH Registrant

ACCOUNT DETAILS MY PROFILE USER MANAGEMENT PAYMENT METHOD STATUS & VETTING

SC Samantha C. Roberts

USER ID: SCRoberts ACCOUNT ID: 4000019 ORGANIZATION NAME: GCH Registrant ROLE: Registrant Admin

Profile Details

Personal Info

NAME: Samantha C. Roberts
PHONE NUMBER: +15613798957
EXTENSION: -
EMAIL: areid+scroberts@gchtech.com

Company

FEDERAL TAX ID: 99-0831996
DUNS: -
GIIN: -
LEI: -

Email Subscriptions

Select subscriptions:

Account updates

Invoices and Outstanding Payments

Lease Updates, Cancellations and Opt Outs

New Short Code Orders

Receipts and Statements

Reminders and Auto Renew Notifications

Short Code Transfers

Password

Enter your current and new password to update your account.

CURRENT PASSWORD *

NEW PASSWORD *

CONFIRM PASSWORD *

Change Password

Multi-Factor Authentication

Method: SMS

Reset MFA

Edit Profile

My Information

All fields, except for User ID are editable and can be updated by clicking **Save**.

If you wish to update your email, a new email verification will be required.

Click the **Edit** button, an **Email verification** popup will appear. Input your updated email, accept the terms and click **Send code**.

The registry will then send an email with a verification pin to your new email.

NOTE: Public domain emails (Gmail, Yahoo, etc.) are not permitted. Please use your organization's corporate address.

← My Profile

Edit Profile

My Information

ACCOUNT ID	USER ID	ORGANIZATION NAME
4000019	scroberts	GCH Registrant

FIRST NAME *
Samantha C.

LAST NAME *
Roberts

PHONE NUMBER *
+1 (561) 379-8957

EXTENSION

EMAIL *
areid+scroberts@gchtech.com

EDIT

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
16192 Coastal highway

ORGANIZATION ADDRESS 2

CITY *
LEWES

STATE *
Delaware

ZIP CODE *
19958

SAVE

Email verification

Please provide your new email address. A confirmation code will be sent to the specified address for verification purposes.

NEW EMAIL *
scrobert@gchtech.com

We will send you a security code to verify your email address.

By using this system you are consenting to receive email messages from CTIA
[Terms & Conditions](#) | [Privacy Policy](#)

SEND CODE

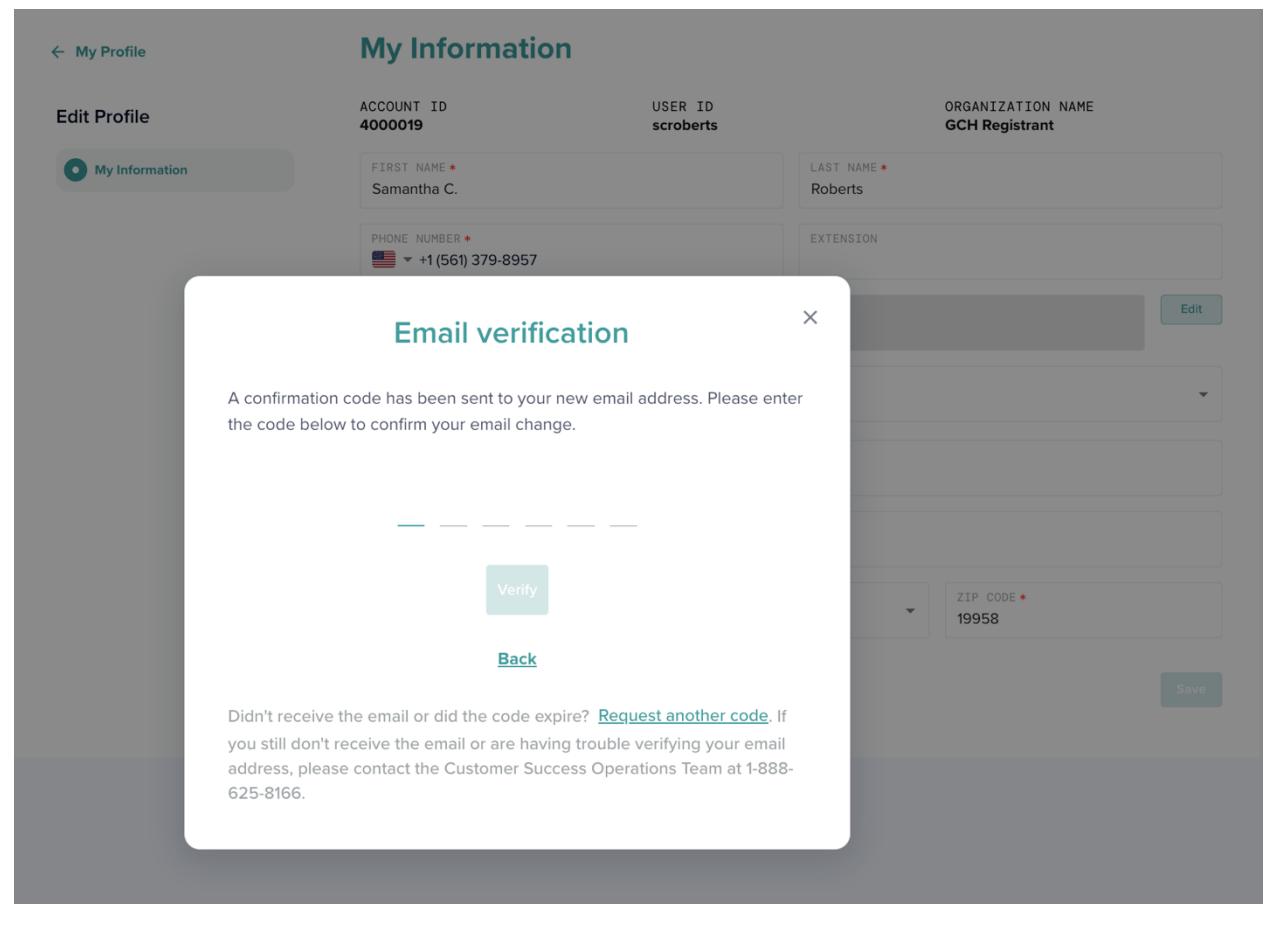
Edit Profile

My Information (cont.)

A 6 digit pin will be sent to the new email with the subject line: "Verify Email Update." Enter the pin and click Verify.

If you have not received an email with 5-10 minutes, check your spam filters for an email from noreply@usshortcodestransition.com or request another code.

Note: If you do not verify, your current email address will remain the same.



The screenshot shows a user profile editing interface. At the top, the user's account information is displayed: ACCOUNT ID 4000019, USER ID scroberts, and ORGANIZATION NAME GCH Registrant. Below this, the 'My Information' tab is selected. A modal window titled 'Email verification' is open, instructing the user to enter a confirmation code sent to their new email address. The modal contains a text input field with a placeholder '— — — — —' and two buttons: 'Verify' and 'Back'. At the bottom of the modal, there is a note about requesting another code if the first one is not received.

My Information

Edit Profile

My Information

ACCOUNT ID
4000019

USER ID
scroberts

ORGANIZATION NAME
GCH Registrant

FIRST NAME *
Samantha C.

LAST NAME *
Roberts

PHONE NUMBER *
+1 (561) 379-8957

EXTENSION

ZIP CODE *
19958

Save

Email verification

A confirmation code has been sent to your new email address. Please enter the code below to confirm your email change.

— — — — —

Verify

Back

Didn't receive the email or did the code expire? [Request another code](#). If you still don't receive the email or are having trouble verifying your email address, please contact the Customer Success Operations Team at 1-888-625-8166.

Edit Profile

My Information (cont.)

You will know your email has been successfully updated when you see a pop-up at the top of the page saying "Your email address has been updated."

Click **← My Profile** to return to the My Profile tab.

← My Profile

My Information

Your email address has been updated.

My Information

FIRST NAME *
Samantha C.

LAST NAME *
Roberts

PHONE NUMBER *
+1 (561) 379-8957

EMAIL *
areid+scroberts@gchtech.com

COUNTRY *
United States

ORGANIZATION ADDRESS 1 *
16192 Coastal highway

ORGANIZATION ADDRESS 2

CITY *
LEWES

STATE *
Delaware

ZIP CODE *
19958

Save

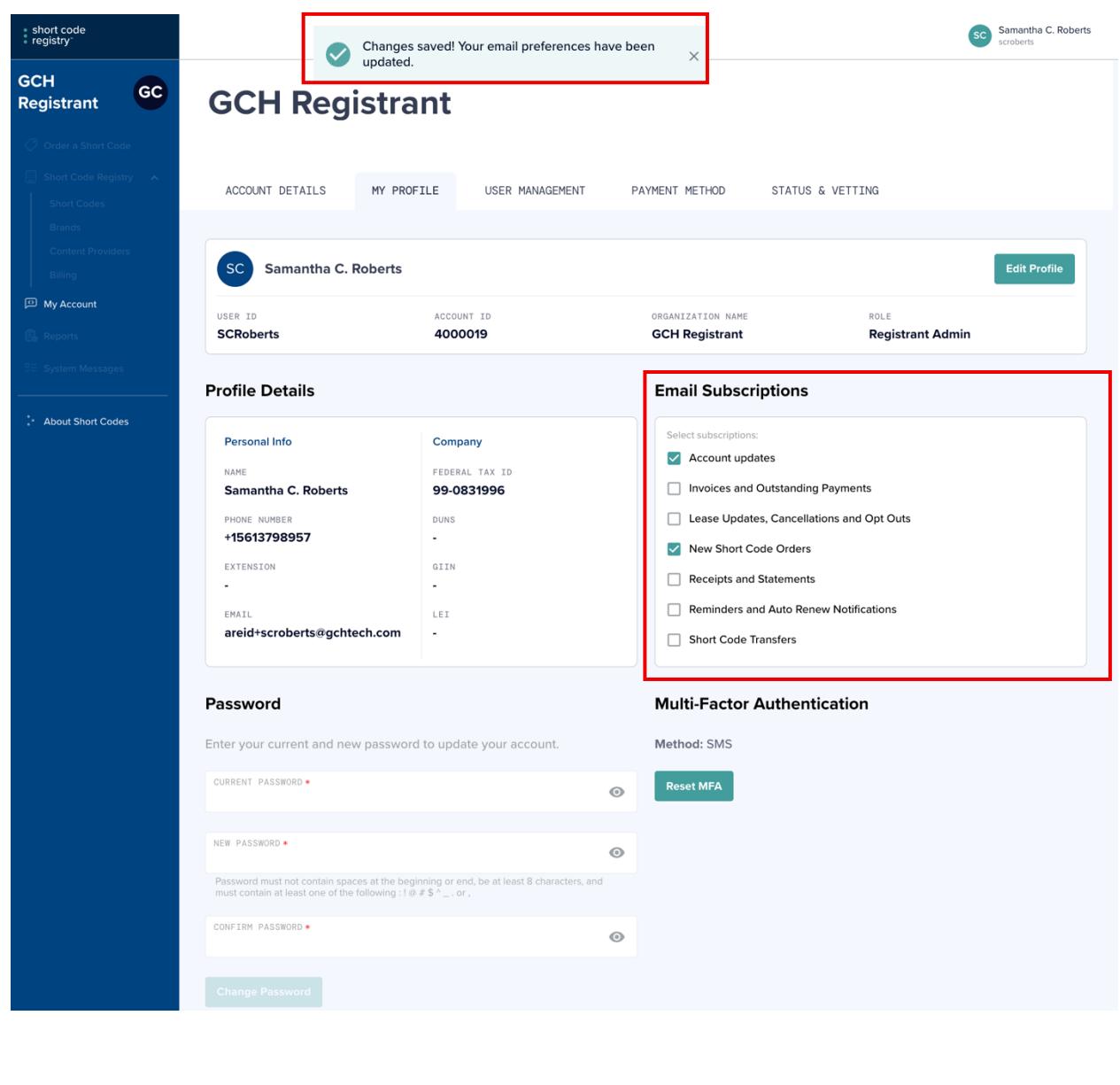
Edit Email Subscriptions

The Email Subscriptions section allows you to enroll to receive emails based on various events, such as receiving an email when an invoice is generated.

To enroll/unenroll into an email subscription, select one or more email subscriptions from the subscription list. (See *Understanding Email Subscriptions* for more information coming soon)

You'll see a dialogue box at the top of the screen confirming your changes

NOTE: The primary billing contact and registrant account associated with the leasing of a Short Code, will always receive Reminders and Auto Renew Notification, Invoices and Outstanding Payments and Receipts and Statements.



The screenshot shows the GCH Registrant profile page. At the top, there is a success message: "Changes saved! Your email preferences have been updated." Below the message, the page title is "GCH Registrant". The navigation tabs are ACCOUNT DETAILS, MY PROFILE (which is selected), USER MANAGEMENT, PAYMENT METHOD, and STATUS & VETTING. The user profile section shows "SC Samantha C. Roberts" with "Edit Profile" button. Below that, the "Profile Details" section contains "Personal Info" and "Company" fields. The "Email Subscriptions" section is highlighted with a red box and contains a list of checkboxes for selecting email preferences. The "Multi-Factor Authentication" section shows "Method: SMS" and a "Reset MFA" button. The "Password" section contains fields for "CURRENT PASSWORD", "NEW PASSWORD", and "CONFIRM PASSWORD", along with a "Change Password" button.

Change Password

You can update your password by scrolling down to the **Password** section of the **My Profile** tab.

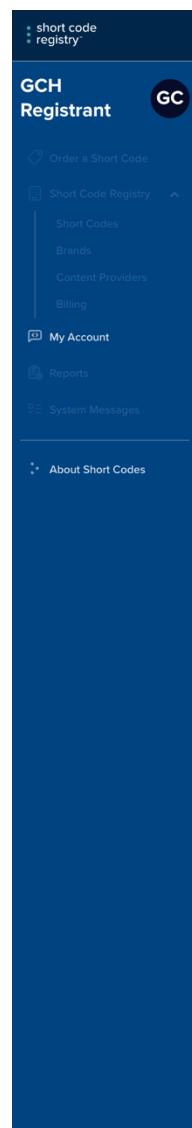
Enter your **Current Password**.

Enter a New Password the meets the following requirements:

- Must not contain spaces at the beginning or end,
- Be at least 8 characters, and
- Must contain at least one of the following: (! @ # \$ ^ _ . or ,)
- Isn't the same as the current password

Reenter your new password in the **Confirm Password** section.

Once all fields are filled in correctly the **Change Password** can be clicked.



GCH Registrant

ACCOUNT DETAILS **MY PROFILE** USER MANAGEMENT PAYMENT METHOD STATUS & VETTING

Samantha C. Roberts
Edit Profile

USER ID	ACCOUNT ID
SCRoberts	4000019
ORGANIZATION NAME	ROLE
GCH Registrant	Registrant Admin

Profile Details

Personal Info <p>NAME: Samantha C. Roberts</p> <p>PHONE NUMBER: +15613798957</p> <p>EXTENSION: -</p> <p>EMAIL: areid+scroberts@gchtech.com</p>	Company <p>FEDERAL TAX ID: 99-0831996</p> <p>DUNS: -</p> <p>GIIN: -</p> <p>LEI: -</p>
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Email Subscriptions

Select subscriptions:

Account updates

Invoices and Outstanding Payments

Lease Updates, Cancellations and Opt Outs

New Short Code Orders

Receipts and Statements

Reminders and Auto Renew Notifications

Short Code Transfers

Password

Enter your current and new password to update your account.

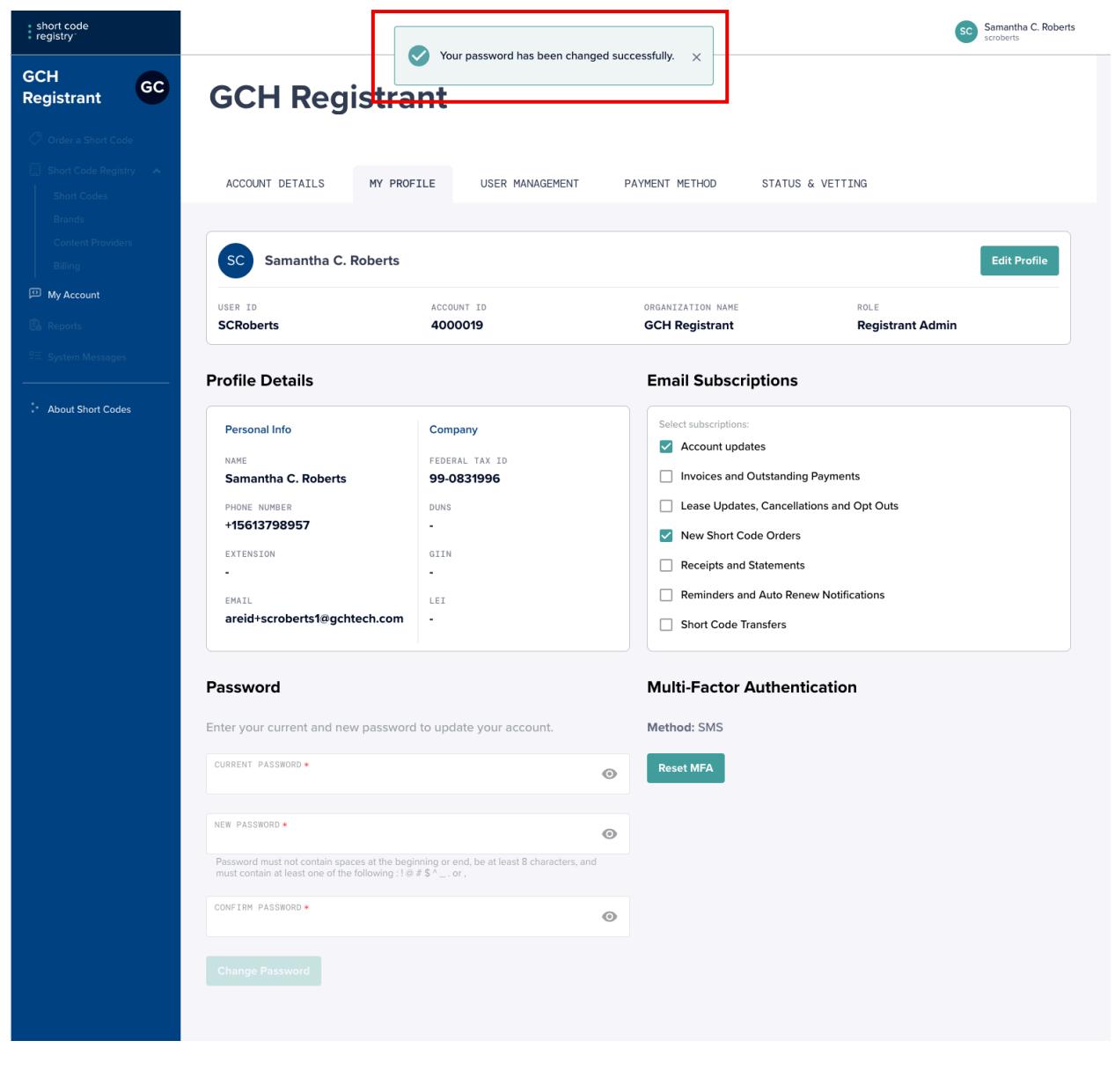
CURRENT PASSWORD *	...
NEW PASSWORD *	...
Password must not contain spaces at the beginning or end, be at least 8 characters, and must contain at least one of the following: ! @ # \$ ^ _ . or ,)	
CONFIRM PASSWORD *	
<input style="background-color: #0072BC; color: white; border: 1px solid #0072BC; border-radius: 5px; padding: 5px; width: 100%;" type="button" value="Change Password"/>	

Multi-Factor Authentication

Method: SMS

Change Password (continued)

You'll know your password has been successfully changed when you see the green dialogue box at the top of the screen.

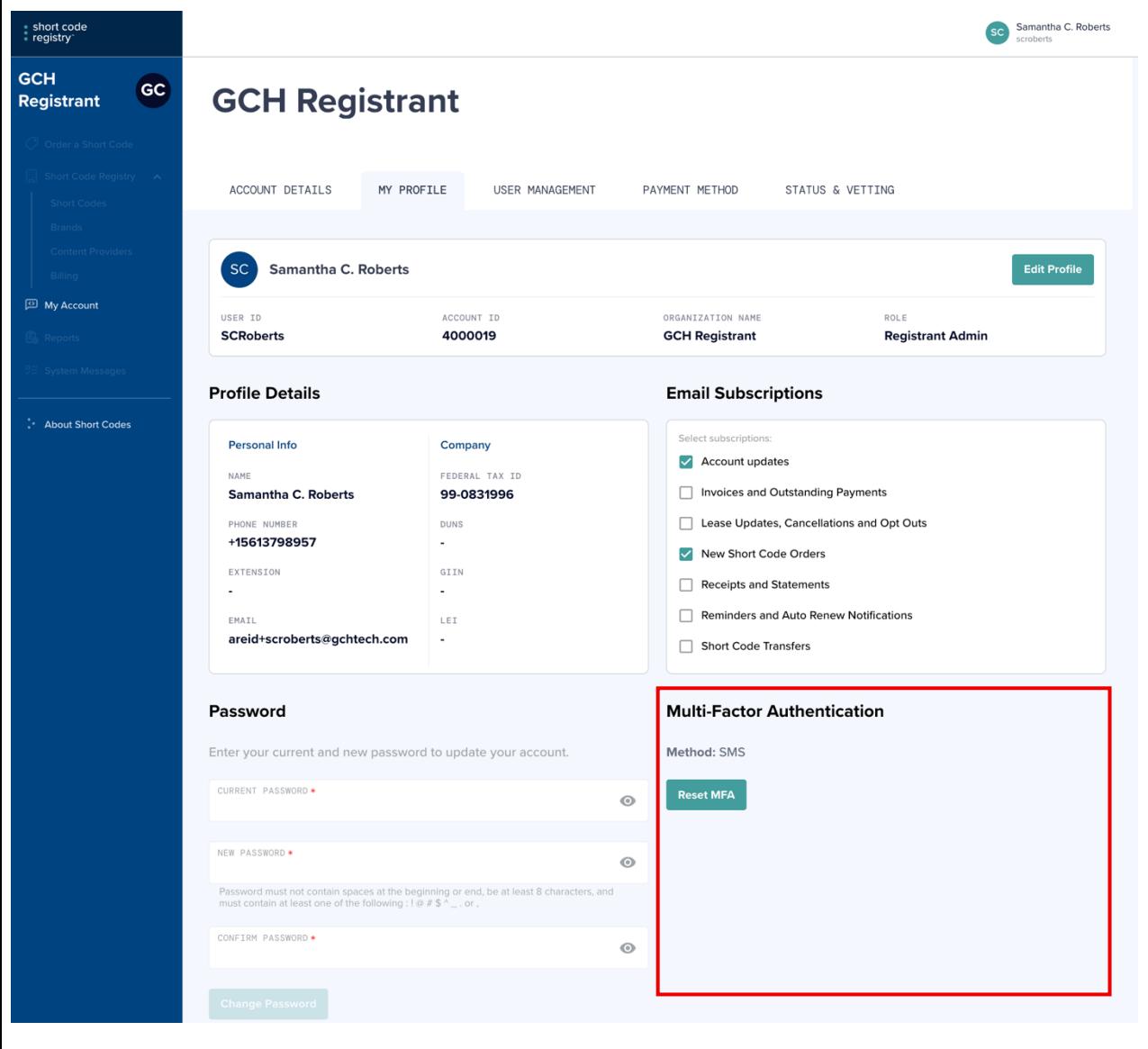


The screenshot shows the GCH Registrant account profile page. At the top, there is a green dialogue box with a checkmark and the text "Your password has been changed successfully." This box is highlighted with a red border. The page has a navigation bar with tabs: ACCOUNT DETAILS, MY PROFILE (which is selected), USER MANAGEMENT, PAYMENT METHOD, and STATUS & VETTING. Below the navigation bar, there is a user profile card for "Samantha C. Roberts" with fields for USER ID (SCRoberts), ACCOUNT ID (4000019), ORGANIZATION NAME (GCH Registrant), and ROLE (Registrant Admin). There are two main sections: "Profile Details" and "Email Subscriptions". The "Profile Details" section contains "Personal Info" and "Company" fields. The "Company" section includes FEDERAL TAX ID (99-0831996), DUNS (blank), GIIN (blank), and LEI (blank). The "Email Subscriptions" section allows selecting from a list of notifications, with "Account updates" and "New Short Code Orders" checked. Below these sections are "Password" and "Multi-Factor Authentication" sections. The "Password" section contains fields for CURRENT_PASSWORD, NEW_PASSWORD, and CONFIRM_PASSWORD, along with a "Change Password" button. The "Multi-Factor Authentication" section shows "Method: SMS" and a "Reset MFA" button. The top right corner of the page shows the user's name, "Samantha C. Roberts", and their initials, "SC".

Reset Multi-Factor Authentication

If you would like to update the method through which you complete MFA, scroll down to the **Multi-Factor Authentication** section of the **My Profile** tab.

You can see the current **Method** that you have enabled. Click **Reset MFA** to change.



The screenshot shows the GCH Registrant interface with the 'My Profile' tab selected. The top navigation bar includes links for 'ACCOUNT DETAILS', 'MY PROFILE', 'USER MANAGEMENT', 'PAYMENT METHOD', and 'STATUS & VETTING'. The user profile section displays the name 'Samantha C. Roberts' and user ID 'SCRoberts'. Below this, the 'Profile Details' section contains personal and company information. The 'Email Subscriptions' section lists various notification options with checkboxes. A red box highlights the 'Multi-Factor Authentication' section, which shows the method as 'SMS' and contains a 'Reset MFA' button.

GCH Registrant

ACCOUNT DETAILS MY PROFILE USER MANAGEMENT PAYMENT METHOD STATUS & VETTING

SC Samantha C. Roberts Edit Profile

USER ID: SCRoberts ACCOUNT ID: 4000019 ORGANIZATION NAME: GCH Registrant ROLE: Registrant Admin

Profile Details

Personal Info	Company
NAME Samantha C. Roberts	FEDERAL TAX ID 99-0831996
PHONE NUMBER +15613798957	DUNS -
EXTENSION -	GIIN -
EMAIL areid+scroberts@gchtech.com	LEI -

Email Subscriptions

Select subscriptions:

Account updates

Invoices and Outstanding Payments

Lease Updates, Cancellations and Opt Outs

New Short Code Orders

Receipts and Statements

Reminders and Auto Renew Notifications

Short Code Transfers

Multi-Factor Authentication

Method: SMS

Reset MFA

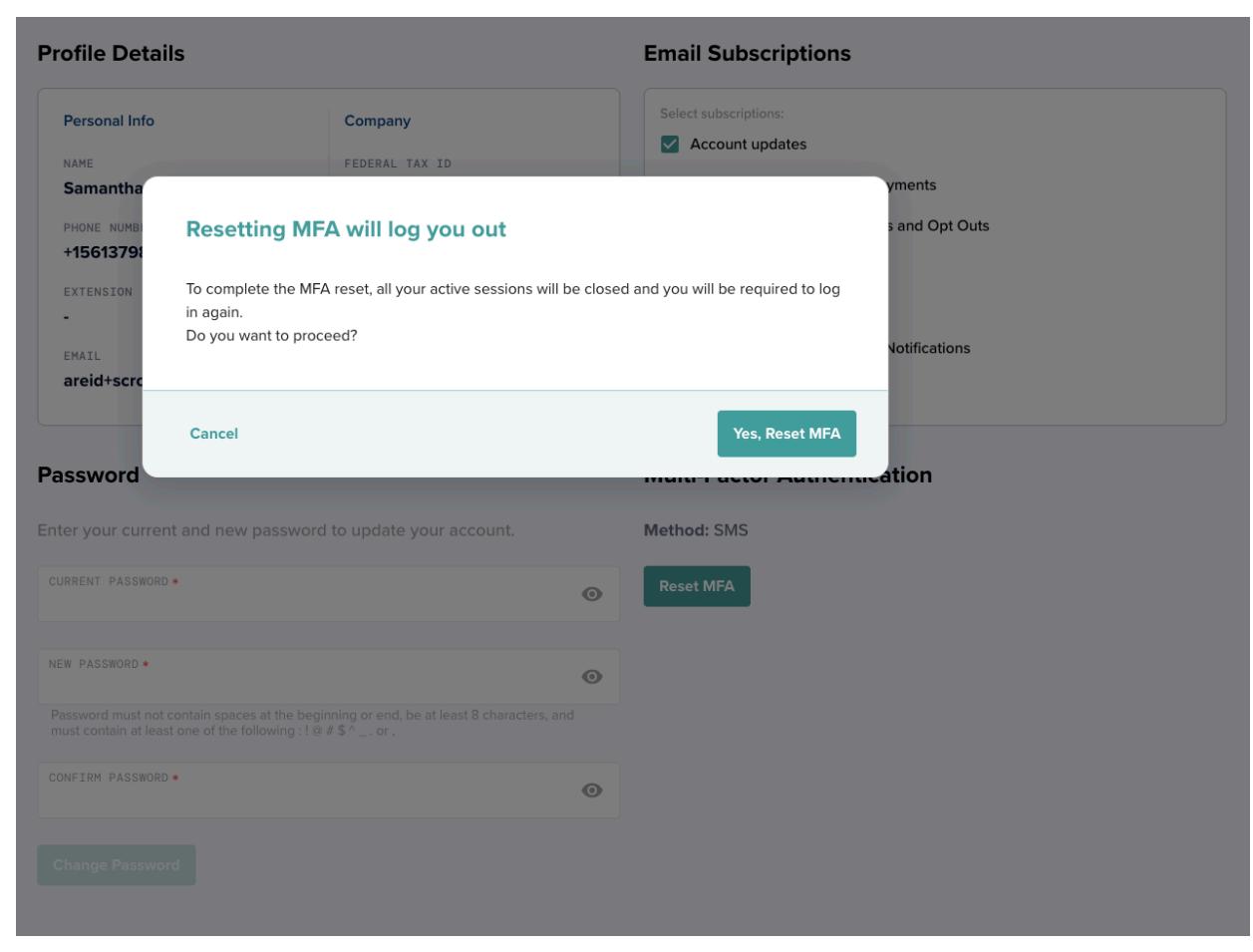
Reset Multi-Factor Authentication (continued)

A popup will appear asking you to confirm that you would like to reset your MFA.

You will be logged out of your current session and will be asked to log back in with your **User ID** or **Email** and password prior to being able to reset MFA.

Click **Yes, Reset MFA** to continue, or **Cancel** to go back.

Note: An admin can also reset your MFA. See the **Registrant Admin User Management Guide** for instructions.



Reset MFA

Log back in

Enter your login credentials, click **Login** to proceed to the next step of setting up Multi-Factor Authentication (MFA).

Login

EMAIL OR USER ID *

SCRoberts

PASSWORD *

.....



Remember me on this device

Login

[Forgot Password](#)

New here ?

[Create an Account](#)

Reset MFA

Setup

The registry supports two types of MFA:

- [3rd Party Authenticator Applications](#) (as long as it supports a Time-based One-Time Passcode TOTP).
- [SMS \(US Only\)](#)

You can choose either method.

We will cover both types of MFA in this User Guide.

Multi-Factor Authentication (MFA)

✓ You have verified your email address

2 Multi-Factor Authentication

Multi-Factor Authentication (MFA) adds an extra layer of security to your account by requiring a second verification step.

[Use Authenticator App](#)

[Receive SMS \(US Only\)](#)

Authenticator App

MFA setup can be completed by using any authenticator app that supports [Time-Based One-Time Passcodes \(TOTP\)](#).

Some examples of Authenticator Apps we support are:

- Google Authenticator
- Microsoft Authenticator
- Duo Mobile

After downloading and opening the mobile app you can scan the QR code shown to add your account.

You can also set up MFA from entering a setup key, which is found under the QR image.

Enter the code shown in the authenticator app and click **Verify**.

MFA is now set-up.

Multi-Factor Authentication (MFA)

✓ You have verified your email address

2 Use Authenticator App

Step 1 - Download a mobile app of your choice that supports time-based one-time passcodes (TOTP). For example, we support:

- Google Authenticator
- Microsoft Authenticator
- Duo Mobile

Step 2 - Open the app on your mobile device and scan the QR code below to add your account:



Can't scan? [Enter a setup key instead.](#)

Step 3 - Enter the verification code from your authenticator app:

Verify

[Back](#)

SMS (US Only)

If you choose MFA verification via SMS, you need to enter your mobile number.

NOTE: SMS MFA is only available to US based phone numbers with a +1-country code.

Select the checkbox accepting consent to receive SMS authentication texts from CTIA (Short Code 424632).

Click **Send Code** at the bottom of the screen to receive your verification code via SMS.

Multi-Factor Authentication (MFA)

 You have verified your email address

 2 Verify using SMS

Add your mobile number. You will need it to access your account.

MOBILE NUMBER *
 +1

We will send you a security code to verify your phone number.

By using this system you are consenting to receive SMS authentication messages from CTIA. Message & data rates may apply.

[Terms & Conditions](#) | [Privacy Policy](#)

If you don't receive the SMS or have trouble validating your phone number, please call the Customer Success Operations Team at 1-888-625-8166 or email us at cso@usshortcodes.com.

[Send code](#)

[Back](#)

SMS (US ONLY) (continued)

The Short Code Registry only allows an SMS code request once every minute.

If you still have not received the SMS text, you can click the back button and re-enter your mobile number.

If you are still experiencing issues receiving the SMS text, please contact the Customer Success Operations Team via the contact details at the bottom of the screen.

Multi-Factor Authentication (MFA)

✓ You have verified your email address

2 Verify using SMS

Enter the 6-digit code you have received.
This code expires in 24 hours.

Verify

[Back](#)

Didn't receive the text or the code expired? Please wait 59 seconds before requesting another code.

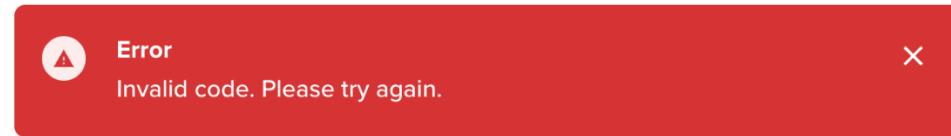
If you still don't receive an SMS or you are having trouble validating your phone number, please call the Customer Success Operations Team at 1-888-625-8166 or email us at cso@usshortcodes.com.

SMS MFA Error

Invalid Code

If you receive this error, please enter the code again making sure every digit is correct.

If you are still experiencing issues receiving the SMS, please contact the **Customer Success Operations Team** via the contact details at the bottom of the screen.



Multi-Factor Authentication (MFA)

✓ You have verified your email address

2 Verify using SMS

Enter the 6-digit code you have received.
This code expires in 24 hours.

A light gray rectangular input field with a placeholder for a 6-digit code. It has a vertical cursor line on the left and a series of five short horizontal dashes to the right, indicating where digits should be entered.

Verify

[Back](#)

Didn't receive the text or the code expired? [Request another code](#).

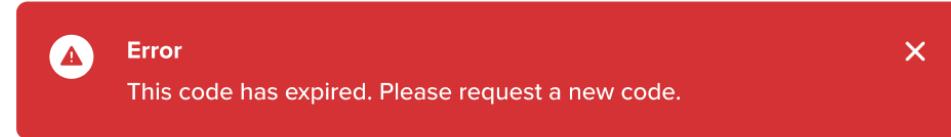
If you still don't receive an SMS or you are having trouble validating your phone number, please call the Customer Success Operations Team at 1-888-625-8166 or email us at cso@usshortcodes.com.

SMS MFA Error

Code Expired

If the SMS has expired, click on Request Another Code.

If you are still experiencing issues receiving the SMS, please contact the **Customer Success Operations Team** via the contact details at the bottom of the screen.



Multi-Factor Authentication (MFA)

✓ You have verified your email address

2 Verify Using SMS

Enter the 6-digit code you have received.
This code expires in 24 hours.

VerifyBack

Didn't receive the text or the code expired? [Request another code](#).
If you still don't receive an SMS or you are having trouble validating your phone number, please call the Customer Success Operations Teams at 1-888-625-8166 or email us at cso@usshortcodes.com

Reset MFA Complete

When MFA is complete you will see this screen, click the **Continue** button to access the Short Code Registry My Account page.

Congratulations



You have successfully completed Multi-Factor Authentication (MFA)

Continue

Glossary

Email Subscriptions - Email subscriptions allow users to subscribe to email notifications from the Short Code Registry based on specific event categories. For example, if a user has enrolled in the Receipt and Statement email subscription, they will receive an email every time a short code receipt or short code onboarding statement associated with their account is generated by the system. The user can choose which email subscription event categories they wish to enroll and can remove a subscription at any time.

Registrant Admin - Users in this role can add or update users on the account and assign most user roles. This role is assigned along with the Registrant role which means Registrant Admins can do anything a Registrant can. Note that Registrant Admin users cannot remove that role from their own user profile. They must have another Registrant Admin perform this action or Contact Customer Support.

Registrant - Users in this role can lease and renew short codes, view or update account information, and manage their own user profile information.

Version History

Date	Version	Details
10/1/25	1.0	Initial Release
10/31/25	1.1	Added instructions for updating email, email subscriptions, resetting MFA and changing password